PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists

Course Title: ITIL® 4 Leader: Digital & IT Strategy (DITS)	**Course Duration**: 4.0 Days
Exam: Included	**Exam Type**: Proctored Exam
Qualification: ITIL® 4 Leader Digital & IT Strategy (DITS) Certification	

Course Syllabus

Our ITIL® 4 Leader Digital & IT Strategy (DITS) training course will cover the following topics:

Learning Outcomes

1. Demonstrate the use of the ITIL® guiding principles in Digital and IT Strategy decisions and activities

2. Understand how to leverage digital strategy to react to digital disruption

3. Understand the relationship between the concepts of Digital and IT Strategy, the service value system and the service value chain, and explain how to utilize them to create value

4. Understand how an organisation uses Digital and IT Strategy to remain viable in environments disrupted by digital technology

5. Understand strategic approaches made possible by digital and information technology to achieve customer/market relevance and operational excellence

6. Understand the risks and opportunities of Digital and IT Strategy

7. Understand the steps and techniques involved in defining and advocating for a Digital and IT Strategy

8. Understand how to implement a Digital and IT Strategy

Assessment Criteria

Click here to read about the ITIL® 4 Leader Digital & IT Strategy (DITS) Assessment Criteria.

Case Study Assessment

The case study has been created for the practical assignments of the ITIL® 4 Leader: Digital and IT Strategy course.

It describes three fictional companies; any resemblance to real companies is unintentional.

Participants of the course are expected to work on the practical assignments in small groups, or individually, if they are undertaking a self-paced online course.

Practical assignments are assessed by the trainer(s) of the course.

Case Study Overview

Click here to see the ITIL® 4 Leader Digital & IT Strategy (DITS) Case Study Overview.

Course Overview

Our four-day ITIL® 4 Leader Digital & IT Strategy (DITS) training course adds a new perspective to the ITIL® 4 guidance and elevates the discussion around ITIL® concepts to an organisational strategy level.

Our ITIL® 4 Leader Digital & IT Strategy (DITS) training course also covers how ITIL® 4 can be integrated with emerging practices and new technologies to meet new internal and external challenges.

Course Learning Outcomes

Our ITIL® 4 Leader Digital & IT Strategy (DITS) training course focuses on the importance and challenges of creating an appropriate digital strategy to enable the success of businesses and how it can (and should) be integrated into the IT strategy and aligned with the wider organisation's goals.

It explores the use of the ITIL® framework to support organisations in their digital transformation journey by providing a structured and flexible approach for addressing service management challenges and utilising the potential of modern technology to get the most value from digital technology.

Audience

Our ITIL® 4 Leader: Digital & IT Strategy (DITS) training course is suitable for IT and Business Directors, Heads Of Department, aspiring C-Suite Professionals and other senior business leaders who want to strategically position an organisation against digital disruptors, craft a digital vision and build a robust digital strategy for long term growth.

Entry-Level Requirements

The following are the prerequisites for our ITIL® 4 Leader: Digital & IT Strategy (DITS) training course:

- ITIL® Foundation Certificate OR ITIL® 4 Managing Professional Transition (MPT) Certificate
- Training Through An Accredited Training Organisation (ATO)

Recommended Reading

There is no pre-reading prior to attending the ITIL® 4 Leader Digital & IT Strategy (DITS) training course, however, revision of your ITIL® 4 Foundation level materials would be useful to reinforce your existing level of knowledge of ITIL® 4.

What's Included

Purple Griffon will provide you with full ITIL® 4 Leader Digital & IT Strategy (DITS) training course materials including:

- Pre-reading
- A Full ITIL® 4 Course Manual
- ITIL® 4 Official Core Guidance (eBook Format)
- Mock Examination
- Exercises

- ITIL® 4 Leader Digital & IT Strategy (DITS) Exam Voucher

Exam Information

ITIL® 4 Leader Digital & IT Strategy (DITS) Examination:

The multiple-choice question exam consists of 30 questions, each of which has four answer options. For each question, one option is correct and the other three are incorrect.

- Materials Allowed: None

This is a 'closed book' exam. The ITIL® 4: Digital and IT Strategy publication and the ITIL® Practices Guidance documentation should be used for study, but are NOT permitted to be used in the exam.

- Exam Duration: 60 Minutes

Candidates taking the exam in a language that is not their native or working language are allowed 25% extra time, i.e. 75 minutes in total.

- Number Of Marks: 30 Marks

There are 30 questions, each worth 1 mark. There is no negative marking.

- Pass Mark: 21 Marks

Candidates need to get 21 questions correct (70%) to pass the exam.

- Level Of Thinking: Bloom's levels 2 & 3

"Bloom's level" describes the type of thinking needed to answer the question. For Bloom's 2 questions, candidates need to show understanding of the concepts, methods and principles of DITS. For Bloom's 3 questions, candidates need to demonstrate application of these concepts, methods and principles of DITS, as well as information from the related practices.

- Question Types: Standard Classic, Negative, & List

The questions are all 'multiple choice'. For the 'standard classic' questions, candidates have a question and four answer options. 'Negative' questions are 'standard' question in which the stem is negatively worded. For the 'list' questions, there is a list of four statements and candidates have to select two correct statements from the list.

Read the PeopleCert Official Guidance for Windows Devices and MacOS Devices for a step-by-step guide on how to take your online proctored examination.

Your Identification Document (ID):

On the day of your exam, your Proctor will verify your ID. You are responsible for ensuring the ID used to register and take your exam is valid and acceptable. On your exam day, if you do not present valid and acceptable ID, or the First/Middle Name(s) and Last Name of your ID do not exactly match the name you used to register for your exam, you will not be allowed to test and will not be entitled to a refund. You will, however, be able to re-book your exam following the standard exam booking process. Your ID must:

- Be current and valid – ID containing dates that have expired are not allowed.
- Be an original, not a photocopy.
- Include a recognisable photo of you.
- Match the information you gave when you booked your online exam.

- Be a government-issued national/state/province identity card that is recognized by the country in which you are a citizen or permanent resident.
- Contain your Birthdate/Year.
- Contain your First/Middle Name(s) and Last Name in English (Latin) characters.

Please Note: Electronic IDs will not be accepted.

From 01 January 2023: All PeopleCert certifications will need to be renewed after three years. You can do this by retaking the examination before the renewal date, collecting professional development points via MyAXELOS or taking further certifications before the renewal date. If you make the decision to not renew your certification, you will not be removed from the Successful Candidate Register (SCR). You will remain on the Successful Candidate Register (SCR), however it will be flagged that your certification is not up to date.

What's Next

After our ITIL® 4 Leader Digital & IT Strategy (DITS) training course, you should consider taking the other ITIL® 4 modules:

- ITIL® 4 Specialist Create, Deliver & Support (CDS)
- ITIL® 4 Specialist Drive Stakeholder Value (DSV)
- ITIL® 4 Specialist High Velocity IT (HVIT)
- ITIL® 4 Strategist Direct Plan & Improve (DPI)
- ITIL® 4 Managing Professional (MP)
- ITIL® 4 Strategic Leader (SL)
- ITIL® 4 Specialist Acquiring & Managing Cloud Services (AMCS)
- ITIL® 4 Specialist Sustainability In Digital & IT (SDIT)
- ITIL® 4 Specialist Business Relationship Management (BRM)
- ITIL® 4 Specialist IT Asset Management (ITAM)

Additional Information

Our ITIL® 4 Leader Digital & IT Strategy (DITS) training course also adds a new perspective to the ITIL® suite and elevates the discussion around ITIL® concepts to the very strategic level among companies and business leaders.